Business Compliance One-Stop: Creating a Single Face of Government

Presented by
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Business Compliance One Stop

National Compliance Assistance Providers Forum (NCAPF)

Jim Van Wert, DPA

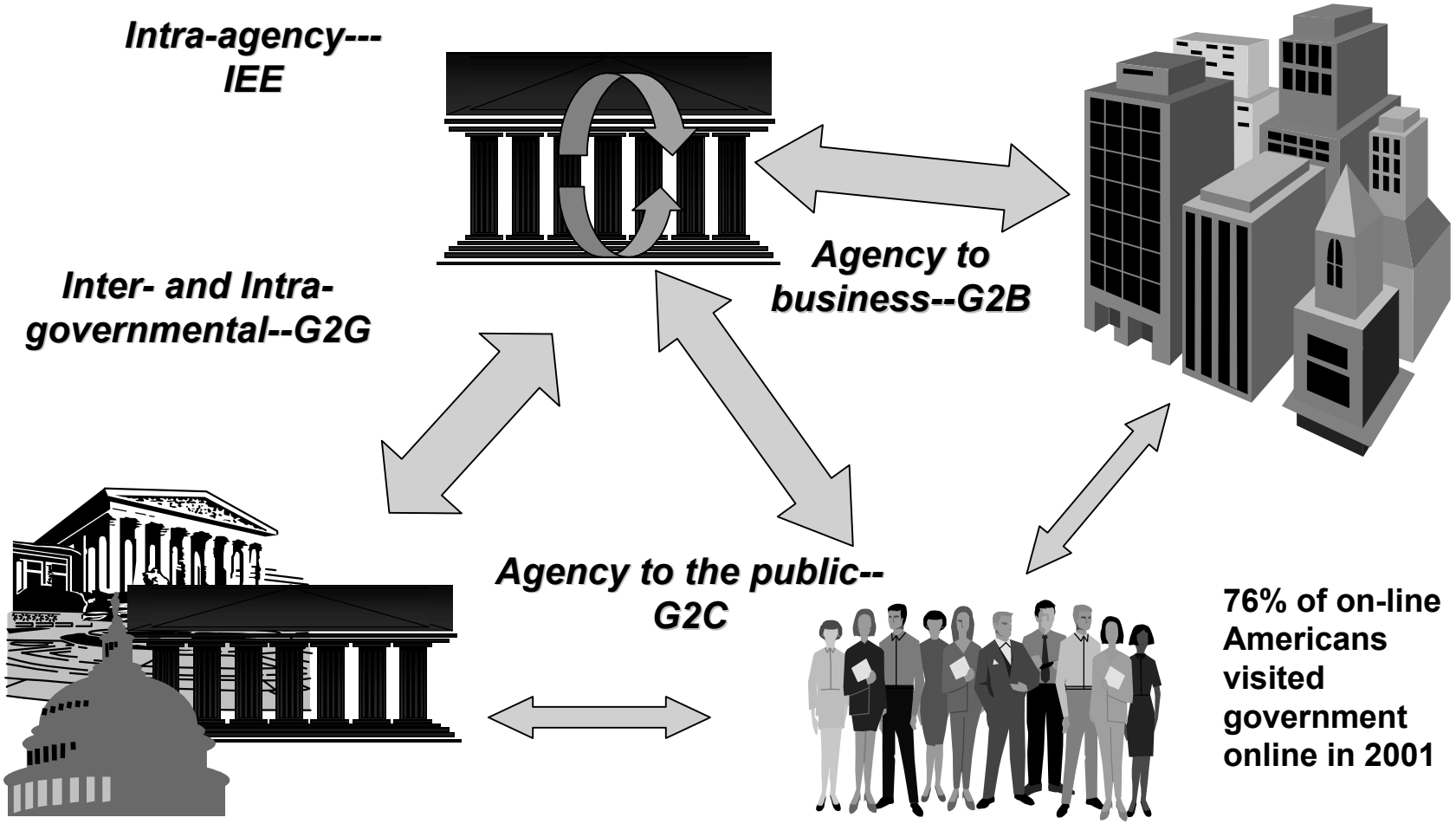
San Antonio, Texas

December 8, 2002

Expanding E-Gov

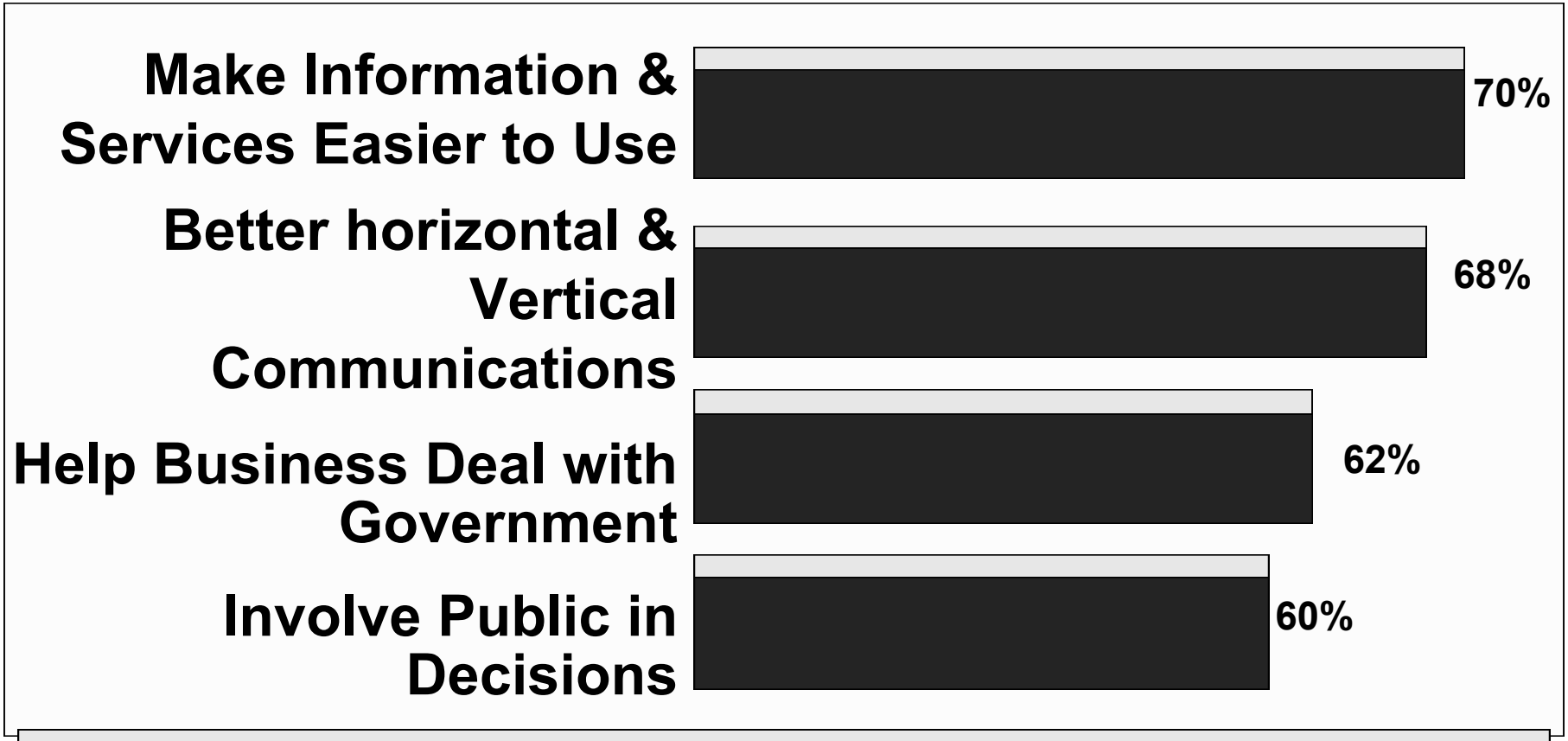
- **Vision**: More accessible and accountable government and improved customer service
- **Definition**: Use of technology to transform government to improve service, effectiveness, and efficiency
- **Principles**: (1) Citizen-centered, results-oriented, market-based; (2) Unify and simplify; (3) Part of President's and Administrator's Mgmt agenda
- **Goals:** (1) Transformation--change way we work; (2) Increase outreach; (3) Accountability & Trust

Why We Focus on E-government:
We Live in a Web of interdependencies



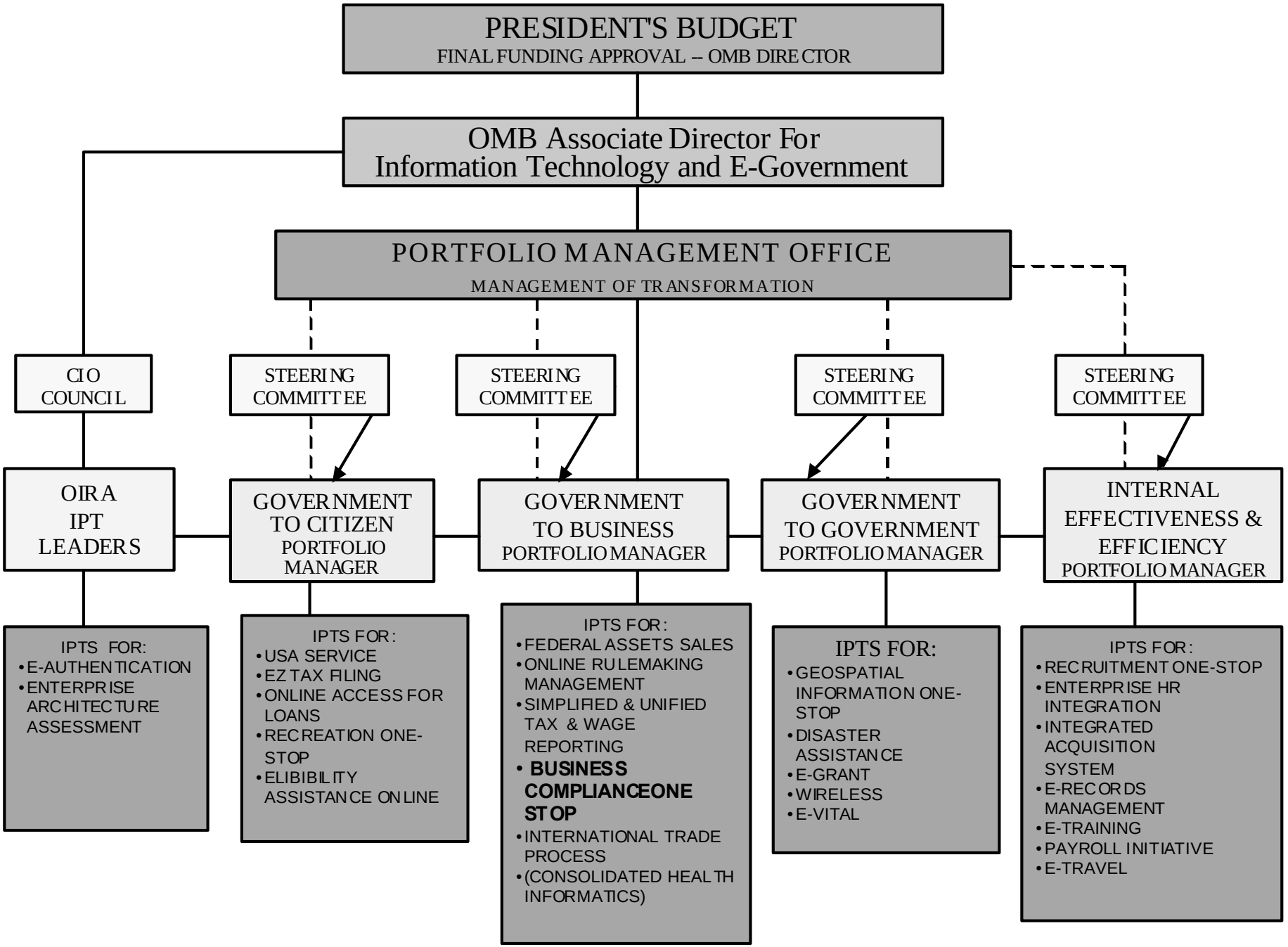
76% of on-line Americans visited government online in 2001

What do Americans want E-Gov Investments to do?



61% of Americans Expect E-government to Have a Positive Effect on Government Operations

*Source:Hart-Teeter Survey, in **E-Government: To Connect, Protect and Serve**, CEG, Feb. 26, 2002*


PRESIDENT'S BUDGET
FINAL FUNDING APPROVAL -- OMB DIRECTOR
OMB Associate Director For Information Technology and E-Government
PORTFOLIO MANAGEMENT OFFICE
MANAGEMENT OF TRANSFORMATION
CIO COUNCIL
STEERING COMMITTEE
STEERING COMMITTEE
STEERING COMMITTEE
STEERING COMMITTEE
OIRA IPT LEADERS
GOVERNMENT TO CITIZEN PORTFOLIO MANAGER
GOVERNMENT TO BUSINESS PORTFOLIO MANAGER
GOVERNMENT TO GOVERNMENT PORTFOLIO MANAGER
INTERNAL EFFECTIVENESS & EFFICIENCY PORTFOLIO MANAGER
IPTS FOR:
• E-AUTHENTICATION
• ENTERPRISE ARCHITECTURE ASSESSMENT
IPTS FOR:
• USA SERVICE
• EZ TAX FILING
• ONLINE ACCESS FOR LOANS
• RECREATION ONE-STOP
• ELIBIBILITY ASSISTANCE ONLINE
IPTS FOR:
• FEDERAL ASSETS SALES
• ONLINE RULEMAKING MANAGEMENT
• SIMPLIFIED & UNIFIED TAX & WAGE REPORTING
• BUSINESS COMPLIANCEONE STOP
• INTERNATIONAL TRADE PROCESS
• (CONSOLIDATED HEALTH INFORMATICS)
IPTS FOR:
• GEOSPATIAL INFORMATION ONE-STOP
• DISASTER ASSISTANCE
• E-GRANT
• WIRELESS
• E-VITAL
IPTS FOR:
• RECRUITMENT ONE-STOP
• ENTERPRISE HR INTEGRATION
• INTEGRATED ACQUISITION SYSTEM
• E-RECORDS MANAGEMENT
• E-TRAINING
• PAYROLL INITIATIVE
• E-TRAVEL

Outcomes
Change how gov and biz interact

- Shrink cycle times (minutes, not weeks)—cost efficiency, convenience, accessibility, accountability
- Reduce compliance burdens—cut redundant reporting—provide value
- Create once, use many times; collect once, use many times—component architecture
- Improve decision making—business and regulators
- Provide solutions, not just information, in 3 clicks
- Get business involvement in proposed policy and rule-making—e-democracy
- Create “mybiz-my terms”

Problem Statement--laws/regs

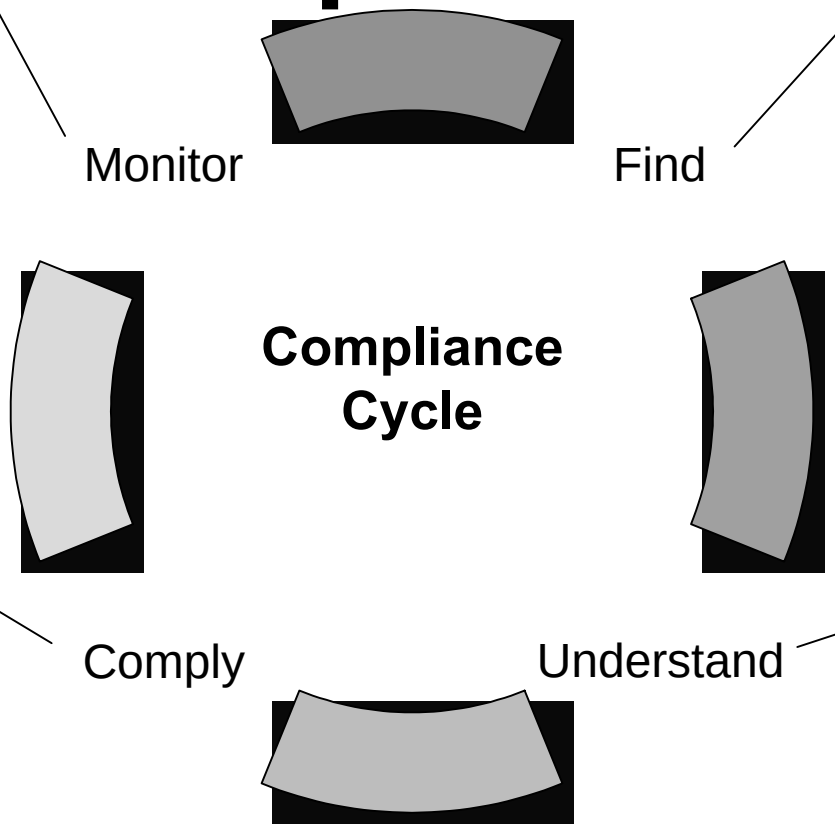
- **Inaccessible**: Too hard for business to find, understand, and comply with governmental laws and regulations
- **Costly**: Businesses spent $500 billion in Year 2000 or about $7,000 per employee
- **Hassle:** Need multiple licenses and permits; too many forms and reporting burden is too high--7.7 billion hours in paperwork estimates
- **Time-consuming:** Laws and regulations are not readily available, not understandable
- **No accountability**: Can’t hold agencies accountable

Goal – What?

Reduce the burden on businesses by making it easy for businesses to find, understand, and comply with governmental laws and regulations.

Business Law (BCOS) Components

- Monitor changes in laws and regulations that pertain to me
- Monitor my business for changes that affect my compliance requirements
- Determine if it is time to take action again to comply



- Determine what laws and regulations pertain to you where you conduct business
- Find them online
- Access plain English guides to understand them

- Complete online transactions to comply
- Get referrals to help you comply

- Determine if you are currently complying
- Determine what you need to do to comply

Benefits of BCOS Portal

- **Agencies**
  - Save money by moving away from enforcement to compliance assistance
  - Increase rates of business compliance
  - Transform the way government works
  - Compile and employ best practices learned
  - Build effective partnerships
  - Improve customer service
- **Businesses**
  - Save businesses money by reducing the legal and regulatory burden.
  - Save businesses time, allowing them to spend more time growing their business.
  - Decrease compliance liabilities
  - Increase trust in government
- **Service Providers**
  - Increase business because more businesses are aware of compliance requirements and will use intermediaries
  - Better, more reliable information to provide clients
  - Ability to provide higher value services to clients

Businesslaw -- Phase I

- **Legal and Regulatory Information**
  - Educational tool not a substitute for hiring a lawyer
- **Plain English Guides**
  - Easy-to-find-and read information on 39 critical topics
- **State and Local Information**
  - 50 states, 3 territories & DC, on 12 key topics for each state (template)
- **Federal Regulatory Information**
  - Explains rule making process, track and comment on proposed regs,
  - Offers compliance assistance guides on 17 topics
- **How to Find Legal Help**
  - Lawyer referral services, how to choose a lawyer
- **Citizen Participation--eDemocracy**
  - Comments & contacts, locate and E-mail congressional representatives
- **Self-Help**
  - FAQs, Wizards, Forms

Business Law -- Phase II

- **Focus on complex regulations that matter most to businesses**
  - Taxes
  - Employment
  - Environment
  - Licensing/Permitting

- **Focus on industries that are most regulated**
  - Transportation (motor carrier)
  - Chemicals
  - Food
  - Automotive
  - Health Care (not included in BCOS)

- **Provide a local context – involve states and specific industries; horizontal integration with 9 federal partners**

Phase II Activities

- **Find -- Laws and Regulations and Assistance**
  - Pilot Portal Maximizer
  - Build Profiler (EPA lead)
  - Lexis-Nexus partnership to use Verity on CFR
  - Library of Congress search tools
- **Understand -- Compliance Assistance Digital Guides (eTools)**
  - OSHA's Emergency Evacuation Procedures
  - IRS's Worker Filing Status
  - INS's Alien Visa Classification
  - EPA's auto salvage parts
- **Comply -- Transactions**
  - National Business Registration -- Georgia ID and Fed EIN
  - Integrated reporting for mining companies -- PA
  - Trucker One Stop Portal (Illinois)
  - Master Licensing and Permitting (Washington)
  - Food Industry--meat packing, restaurants (Iowa, Texas)
  - Chemical Industry--dry cleaners, petrochemicals (Texas, New Jersey)

Phase II Activities continued

Portal Maximizer

Over 80 Fed, State, local and public web sites analyzed for 3 states-30,000+ documents; Offers summarization, themes, taxonomy driven categorization, related articles

Compliance Tools

Profiler; 30 digital guides—environment, health & Safety, employment, and taxes

Transactions

National Business Registration: Allows business to register at the state level while at same time applying for and receiving a Federal EIN (GA app; vanilla app); or get only the EIN (Fed EIN); or through a web services, connect with a state (Illinois); 700-800k new businesses apply at state level and 4.5 million apply for EIN

Miner Reporting: Integrated reporting for mining companies (OSM-led) (Coal companies report to OSM for fees, IRS for taxes, DOE for energy, State EPA, MHSA for safety--different requirements, different forms, same information)

Thank You

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